

EFFECTIVE

September 1, 2019.

Subject(s)

1. FOM 722-06H, Case Contacts.
2. FOM 722-13A, Maltreatment in Care - Foster Care Responsibilities.

**1) FOM 722-06H,
Case Contacts**

Assigned Caseworker

The definition for assigned caseworker was added. The assigned caseworker is the caseworker to whom primary case management responsibility has been assigned for a child or family in MiSACWIS. Unless otherwise noted, all caseworker contacts in FOM 722-06H, Case Contacts, are the responsibility of the assigned caseworker.

Reason: Office of Child Welfare Policy and Programs clarification.

Contacts When a Child is Placed in an Emergency Shelter Facility

A caseworker must have weekly face-to-face contacts with each child placed in an emergency shelter facility. The first face-to-face contact with the child must be made by the assigned caseworker and must take place within five business days from the date the case is assigned to the caseworker or within five business days of the date of the placement.

Another caseworker or supervisor, other than the assigned caseworker, may complete the required face-to-face contact with the child every other week, alternating with the assigned caseworker.

The assigned caseworker must have weekly contact with the facility case manager to provide status updates regarding the achievement of the discharge plan. The weekly contact with the facility case manager can be face-to-face or by phone or email.

Reason: Children's Services Agency recommendation.

**2) FOM 722-13A,
Maltreatment in
Care - Foster Care
Responsibilities*****Caseworker Contact After Intake Decision Notification***

If the assigned caseworker and/or supervisor are unavailable to make contact with the child or caregiver within the timeframe required by the complaint's urgency level, another caseworker or supervisor may complete the required contact.

Reason: Children's Services Agency recommendation.

Caseworker Contact with the Receiving Agency

Caseworkers must make every attempt to successfully contact the receiving agency prior to contacting the child and/or caregiver(s) in order to avoid compromising the receiving agency's investigation. Contact information for the CPS-MIC intake mailbox was added to aid in timely contact with the assigned investigator when complaints are assigned to CPS-MIC for investigation.

Reason: Office of Child Welfare Policy and Programs clarification.

Low Urgency Complaint Contacts

If phone contact is determined appropriate to verify the child's safety, but phone contact with the child is not developmentally appropriate, the caseworker must make phone contact with the child's caregiver.

Reason: Children's Services Agency and Placement Collaboration Unit recommendation.

Duplicate Complaints

In some instances, Centralized Intake (CI) may receive multiple separate complaints with the same allegations regarding the same incident(s). In these instances, the MDHHS county director or PAFC director or their designee may use discretion to waive the required contacts for the duplicate complaints. Contacts for duplicate complaints may be waived if **all** the following apply:

- CI received the duplicate complaints within 30 days of the initial complaint.

- The duplicate complaints contain no new allegations or information that would warrant additional contact with the child or caregiver to ensure the child's safety.
- The caseworker has already completed or plans to complete the contacts required for the initial complaint within the timeframes outlined in *Contact Standards* in this item.

Prior to requesting director discretion to waive contacts required for duplicate complaints, the caseworker and supervisor must review the new complaint and previously received complaint to ensure that the new complaint meets the criteria above. The caseworker must document the review of the new complaint and the director's decision in a social work contact.

Reason: Children's Services Agency recommendation.

Complaints by the Foster Care Caseworker

The MDHHS county director, child welfare director, or designee, or PAFC director or designee, may use discretion to waive the caseworker's required contacts with the child and caregiver under *Contact Standards* if the caseworker:

- Was the referral source of the complaint, **and**
- Completed a face-to-face contact with the child and caregiver within one day of making the complaint, **and**
- Established or reviewed a safety plan to address the concerns that lead to the complaint during the face-to-face contact.

The caseworker must document the director or designee's decision in a social work contact within five business days of the decision.

Note: All other contact standards, including contact and coordination with the receiving agency, are still required if additional contact with the child and caregiver is waived.

Reason: Children's Services Agency and Placement Collaboration Unit recommendation.

Minor Corrections and Hyperlinks

Minor corrections were made to formatting and one hyperlink was corrected.

**MANUAL
MAINTENANCE
INSTRUCTIONS**

Changed Items ...

[FOM 722-06H](#)
[FOM 722-13A](#)